

Student, Parent and Guardian Complaints Flowchart

Brisbane Catholic Education's (BCE) approach to handling and resolving complaints from students, parents and guardians.

Choose the pathway that best matches your concern:

My concern is about classroom, learning or playground



1. The person making the complaint talks with the teacher. They work together to resolve the matter.



2. If it is not resolved, the person making the complaint talks with a senior school employee, such as a Deputy Principal, Assistant Principal or nominated employee. They work together to resolve the matter.



3. If the matter is not resolved, the person making the complaint talks with the Principal. They work together to resolve the matter.

My concern is about a school decision or procedure



1. The person making the complaint talks with a senior school employee, such as a Deputy Principal, Assistant Principal or nominated employee. They work together to resolve the matter.



2. If it is not resolved, the person making the complaint then talks with the Principal. They work together to resolve the matter.



3. If the matter is not resolved, the person making a complaint submits a written request for review to the Principal.

**After speaking with the Principal,
I have concerns about their decision or review**



Contact School Operations and Programs via [BCE online complaint form](#) or SchoolEnquiry@bne.catholic.edu.au or (07) 3033 7397

My concerns are about the conduct of a Principal



Contact School Operations and Programs via [BCE online complaint form](#) or SchoolEnquiry@bne.catholic.edu.au or (07) 3033 7397

Definition of a complaint: A complaint is an expression of dissatisfaction or a concern about BCE that is related to its services or dealing with individuals, that form allegations about the conduct of its staff, volunteers or other individuals engaged by the organisation, another child or young person at the organisation, or relate to the handling of a prior concern.